

Consumer Flow Chart for New Medicaid and New State Funded Consumers



= Client Choice



= Utilization Review
& Authorization by
Value Options (Medicaid)
& LME (State)

Emergent = Response initiated within 1 hr.;
Face to face service within 2 hrs. of contact.

Urgent = Appt. within 48 hrs.

Routine = Appt. within 7 calendar days

24 / 7 Initial Contact with the LME/Provider

Telephonic or Face to Face (uniform portal)

MH/DD/SA
problem?

NO

Referral: To another type of
non MH/DD/SA community
services provider

YES

LME STR Screening

Basic demographics
Severity of need

Brief clinical history
Financial eligibility

Non-Target:

Encourage LME to start
natural community
supports and/or county
funded community-
based programs

Crisis Services

Clinical evaluation
Facility Based Crisis Program
Detox (4 levels)
Inpatient hospitalization
Brief Intervention
Community Hospital ER
State Operated Facilities
Mobile Crisis Services



Triage:
Emergent?

YES

NO

Presumed
Member of a
Target Population?

NO

YES

**ENHANCED
BENEFITS**

Medicaid
Eligible?

YES

NO

Directly enrolled provider
for **BASIC BENEFITS**
(8/26 units of service paid by
Medicaid)



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